

ABSTRACT

An expert system adapted dedicated Internet access guidance engine. The invention allows an agent to interact with a customer and to provide selection and recommendation of data network products and/or services for the customer. The invention allows for the use of agents of varying skill levels, including relatively low skill level, without suffering deleterious performance. The dedicated Internet access guidance engine is operable to perform selection and rating of Internet access products and/or services to provide a solution that meets the needs of a customer. The dedicated Internet access guidance engine is operable to select recommended solutions from among a number of potential solutions that may include compatible solutions.

10 The dedicated Internet access guidance engine is one of the underlying engines within the expert system that allows the agent to provide real time interaction with a customer and to provide a real time recommended solution to that customer.